

EDITED TASK LISTING

CLASS: Staff Programmer Analyst (Supervisor)

NOTE: Each position within this classification may perform some or all of these tasks.

1.	Monitors methods, practices, and products of the SDLC (Systems Development Life Cycle) to ensure the quality of the IT (Information Technology) application utilizing established guidelines based on industry best practices.
2.	Provides leadership on application projects to team members using methods, practices and products of the SDLC to produce quality products as requested by customers.
3.	Provides leadership to team members using facilitation tools and techniques to produce desired product as requested by management.
4.	Trains staff to improve their skills and knowledge utilizing various methods, (i.e., classroom, on the job, and mentoring) as required for the performance of their job.
5.	Educate employees in the use of established guidelines as defined in State and departmental policies in order to maintain a work environment free of discrimination and harassment.
6.	Provides technical assistance to customers utilizing skills, knowledge, and expertise to solve technical problems as requested.
7.	Accurately identifies and applies State and departmental standards and directives in the preparation of documents, (i.e., Budget Change Proposal (BCP), Strategic Information Systems Plan (SISP), Feasibility Study Reports (FSR), Special Project Reports (SPR), etc.) using established guidelines as required.
8.	Communicates in a professional and effective manner with others utilizing tact and interpersonal skills to establish and maintain effective working relationships in all situations .
9.	Negotiates in an effective manner with vendors, customers, management, etc., to resolve issue(s) utilizing tact and interpersonal skills in all situations.
10.	Delivers effective oral presentations to management, customers, and technical staff utilizing various tools, equipment, and aids as appropriate.
11.	Prepares effective written products for management, customers, and technical staff utilizing various tools, equipment, and aids as appropriate.
12.	Analyze pending legislation and bills to produce an impact assessment utilizing subject knowledge, research and customer expertise in accordance with departmental standards, policies, and established guidelines.
13.	Accurately interprets and applies State and departmental policies utilizing available resources to ensure compliance in all situations.
14.	Participates in the development of statewide policies and procedures specific to information technology utilizing appropriate resources under the direction of departmental management and/or control agencies.
15.	Manages multiple priorities to produce quality products for customers by utilizing effective resource management skills as needed.

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16.	Effectively manage projects to produce quality products utilizing scope definition, plans and schedules following the SDLC standards.
17.	Develops project reports for management and customers to ensure communication of current status utilizing appropriate resources (i.e., project plans, schedules, Enterprise Project Management Tool (EPM)) following SDLC reporting standards.
18.	Manages IT contracts to ensure adherence with the defined scope of services by reviewing deliverables, hours worked, rates and costs, as outlined in the contractual agreement.
19.	Directs vendor(s) to ensure adherence with the defined scope of services by reviewing deliverables as outlined in the contractual agreement.
20.	Ensure adherence to CDC Configuration Management Policy through education of established processes and procedures to protect the Department's IT assets as mandated by control agencies.
21.	Develop disaster recovery plans to ensure recovery of the Department's IT assets in the event of a failure through the use of defined requirements and procedures as mandated by the State Administrative Manual.
22.	Perform tests of the disaster recovery plans to ensure recovery of the Department's IT assets in the event of a failure by executing defined backup and recovery procedures as mandated by the State Administrative Manual.
23.	On an on-going basis, review customer-reported application problems to identify trends and patterns and apply preventive measures (i.e., onsite training, application modifications) to improve customer service delivery.
24.	Negotiates with customers to identify project priorities using the customers' business knowledge and available resources as needed.
25.	Understand and apply methods, practices and products of the SDLC using established standards to produce quality products as requested by customers.
26.	Develops and maintains customer training documents (i.e., manuals and guides) to deliver quality training using system knowledge and various tools and techniques as needed.
27.	Trains customers to effectively use IT systems using training documents, tools, and techniques as needed.
28.	Provides direction to staff in the assignment of their work using schedules, activities, tasks, etc. to optimize the use of resources, following established guidelines and standards (i.e., SDLC, Departmental Operations Manual, State Administrative Manual, etc.).
29.	Evaluates employee performance to ensure performance objectives/standards are met by monitoring work assignments and behaviors as required by SPB.
30.	Provides feedback to employees to ensure performance objectives/standards are met through the use of IDPs & ROPs as required by the State Personnel Board.

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31.	In accordance with State Personnel Board Rules and Regulations, facilitate the hiring process by conducting interviews, evaluating and selecting candidates to fill identified vacant position (s).
32.	Utilize progressive discipline, and take corrective action when work performance problems arise.
33.	Continually plan for the future with workgroups/units to organize staff workload by developing a vision, mission, goals, and objectives.
34.	Effectively delegate work assignments to staff with appropriate guidance, direction, and instruction to complete work as needed.
35.	Retain qualified staff in order to maintain information technology expertise through challenging assignments, training, other motivating techniques on an ongoing basis.
36.	Carries out supervisorial responsibilities in the work place with regard to department-wide mandates concerning EEO, ADA, and other personnel practices as defined by regulatory agencies and established guidelines/policies.